

**AMENDMENTS TO THE SPECIFICATION:**

Please add the following at page 1, after the title:

**BACKGROUND**

1. Technical Field

Please add the following at page 1, line 11:

2. Related Art

Please add the following at page 11, line 19:

**BRIEF DESCRIPTION OF THE DRAWINGS**

Please add the following at page 12, line 7:

**DETAILED DESCRIPTION OF EXEMPLARY EMBODIMENTS**

Please amend the paragraph at page 13, beginning at line 26:

Figure 2a shows a computer-telephony environment within which a method of integrating communication means according to the invention can be implemented. Figure ~~[[30]]~~2a shows a user terminal 30 comprising a computer-type device adapted to be capable of ~~utilising~~utilizing one or more communications links over a communications network 44. For example, the user's computer terminal 30 may be associated with a telephone terminal 40 in the computer-telephony environment and be able to connect with communications network 44 via a PABX 42 as shown in Figure 2. Alternatively, PABX 42 may be unnecessary in some embodiments of the invention. For example, the user could wish to communicate only with another entity/entities within an Intranet type environment.

Please amend the heading at page 36, before claim 1:

**~~CLAIMS~~WHAT IS CLAIMED IS:**